RAC
October 1, 2012

Present: Maureen Andrew, Mary Beard, Rhonda Bjurlin, Frank Blalark, Caitlin Boley, Danielle Bordeleau, Brad Bostrom, Amber Cellotti, Pam Cook, Kathleen Corley, William Dana, Jennifer Decker, Molly Diethelm, Jessie Eastman, Eric Eklund, Tina Falkner, Renae Faunce, Vicki Field, Tracy Fischer, Bonny Fleming, Jennifer Franko, Teresa Fruen, Kate Gallagher, Laurie Gardner, Kit Gordon, Stacey Grimes, Kevin Havard, Jeremy Hernandez, Constance Hessburg-Odland, Chris Holland, Lisa Hubinger, Sue Johnson, Bri Keeney, Jennifer Koontz, Mandee Kuglin, Stephanie Lawson, Aileen Lively, Stacia Madsen, Tracene Marshall, Heather McLaughlin, Meghan Mullaney, Katherine Murphy, Susan Olsen, Linda Olson, Laurie Pape Hadley, Cathy Parlin, Cindy Pavlowski, Heather Peterson, Rebecca Rassier, Ann Rausch, Elizabeth Reel, Ryan Ricard, Lori Rosenthal, Genny Rosing, Rebekah Saunders, Jane Schwensohn, Julie Selander, Angie Senko Rehn, Mary Ellen Shaw, Deanne Silvera, Kate Sophia, Karen Starry, Susan Suchy, Darlene Toedter, Georganne Tolaas, Travis Trautman, Dean Tsantir, Sue Van Voorhis, John Vollum, Kathy Walter, Susan Westacott, Jessica Whitcomb-Trance, Patricia Jones Whyte, Lisa Wiggins, Sarah Woessner, Ellyn Woo

Undergraduate education agenda items
There were no changes to the August and September minutes.

Announcements
Julie Selander provided start-of-term statistics for One Stop. They can be found at
http://blog.lib.umn.edu/asrweb/theledger/2012/10/the-start-of-fall-2012-for-one-stop.html.
She noted that many students are being appropriately referred to One Stop by their colleges and hopes this continues.

ASR-IT update
Laurie Pape-Hadley announced that as of Friday, September 28, the University of Minnesota sign-in page was updated. Based on feedback from the University community, the Office of Information Technology changed the links for guest account creation and student account initiation to direct those audiences to a new page that provides more detail about how to choose the proper account for their needs. This page can be seen at
http://z.umn.edu/a9d.

A project is currently underway to improve course coding. This effort will clean-up data in ECAS and ECS and reduce the number of options to a simpler and well-defined set. This should result in users having greater success in course and class set-up and an increase in accuracy for reporting and student billing.

Testing for the PeopleTools upgrade to 8.52 is underway. This should go into production in mid-October.

Student records profile
Frank Blalark presented data analysis of students based on registration status from fall 2001 to fall 2012. A few noteworthy items:

- Registration
  - The total number of continuing students has increased moderately from 18,279 in fall 2001 to 21,082 in fall 2012
  - NHS enrollment has increased slightly from 5,344 in fall 2001 to 5,514 in fall 2012
  - NAS enrollment has increased slightly from 1,945 in fall 2001 to 2,106 in fall 2012
- Change of college
  - Inter-campus transfer activity has held steady from 226 in fall 2001 to 231 in fall 2012
  - Inter-college transfer activity decreased from 1,464 in fall 2001 to 1,168 in fall 2012
    - The exception to this trend was in 2006 when the General College closed in there were 3,340 inter-college transfers
- Student academic performance
  - There is a positive trend in average cumulative GPAs for all academic levels of undergraduate students between the fall 2001 and fall 2011
    - Freshman: 2.889 in fall 2001 - 3.037 in fall 2011
    - Sophomore: 2.977 in fall 2001 - 3.137 in fall 2011
    - Junior: 3.031 in fall 2001 - 3.162 in fall 2011
    - Senior: 3.08 in fall 2001 - 3.199 in fall 2011
  - There is a positive trend in average credits completed for all academic levels of undergraduate students between fall 2005 and fall 2011
    - Freshman: 13.4 in fall 2001 - 14.55 in fall 2011
    - Sophomore: 12.77 in fall 2001 - 14.47 in fall 2011
    - Junior: 12.67 in fall 2001 - 14.27 in fall 2011
    - Senior: 11.21 in fall 2001 - 13.2 in fall 2011
- The graduation rate is going up.
  - We are not graduating more students, we are just graduating them faster.
  - The number of doctoral/professional students has remained steady.

Schedule Builder quick start guide.
Travis Trautman announced that a new class scheduling tool for students, Schedule Builder, went live as of that morning. It is an online tool that students can use to create a class schedule based on selected courses and can be integrated with Graduation Planner. A quick start guide is available to help students use the tool. Students should be encouraged to use this tool as they plan for registration.

Enterprise System Upgrade Program update
Student
William Dana announced that a kick-off event for the upgrade would be held on October 16. This is being planned by the program director, Andy Hill. More details will be provided when they are known.

William also provided the group with information on the implementation partner, CedarCrestone (CCI). There is a project lead with CCI who is a counterpart to William's role. His name is Walter Terrell. He will be responsible for coordinating the work of the

consultants. Dan Doremus is the lead consultant for student records. He previously worked for Oracle and was the lead on the fit/gap process that was done in preparation for this upgrade. Dan will be working very closely with student records staff at the University of Minnesota.

CCI is providing the methodology for how the program will progress. The first phase is called "Plan and Discover" and it will set the scope for the entire process. This means that the next couple of months will be planning and expanding the previous fit-gap work.

William Dana also presented the organizational charts for the student project (attached). This project will be driven by the needs of the business, so there are five functional steering committees within student (HR and Finance have one each) to govern the work and uphold the mission of the institution. These functional steering committees are for admissions, financial aid, SEVIS, student finance, and student records. Frank Blalark is leading the student records functional steering committee.

Frank Blalark noted that the functional steering committees will consult with subject matter expert groups. RAC is one such group. William added that RAC may not necessarily need to be involved in the Plan and Discover phase, but may need to be more involved in the next phase when new business processes are designed.

Sue Van Voorhis thanked the group in advance for their willingness to participate in the process.

Portal
Julie Selander informed the group that the implementation of the portal is critical and strategic because it will fundamentally change the nature of their work and how students access information. The portal will be implemented for finance, HR, and student.

A project manager was hired: Susan Geller. She is very excited to work with everybody and will attend future RAC meetings. A governance structure is under final review and will be shared when it is approved.

In order to make sure the needs of the user base are captured, a feedback mechanism has been created at z.umn.edu/portalfeedback.

Policy discussion: Petition for taking a course a third time and SCEP update
Tina Falkner continued the discussion about students petitioning to take a course a third time (second repeat). A draft of guidelines for approving such petitions was discussed last month in the policy committee (this is attached) after comments were suggested at the September RAC meeting. In general, students would not be allowed to take a course a third time, but there would be exceptions and the guidelines help illustrate what circumstances would make for appropriate exceptions.

Mary Ellen Shaw said that it is important that the message students get is that they can only repeat one time, but at the collegiate level, there needs to be recognition that there are occasionally complex circumstances and the whole situation should be looked at when a

petition is received.

Sue Van Voorhis asked if the policy group had discussed the student taking the course online/someplace else. Tina Falkner said that they did not talk about ruling that out, but the course would need to be a course that could be transferred back (i.e., for-credit coursework).

Tina said that the group was working on fine-tuning the language around needing the student to reconsider his/her major.

Another consideration that had been discussed was if there had been a gap of enrollment of five or more years. Someone commented that five years seems like a long time. Tina Falkner said that they could still come back in that window, but a gap of enrollment of five years would be a factor in allowing in a student to take a course for a third time. Mary Ellen Shaw said that it happens a lot. For example, a person would be gone 15 years and do a lot of work, but their UofM GPA is poor it is virtually impossible for him/her to increase the GPA enough to graduate without having some of the previous attempts bracketed.

Someone asked if permission numbers would be able to override this limitation. Tina Falkner said that permission numbers could not be used. Only a small number of people in ASR would be able to override it. Aileen Lively said it could be done in enrollment, but there is not access to that process at the collegiate level. Tina Falkner said she didn't think that would change.

The petition process would be managed by each college. The process for how ASR will determine that the college really did approve the petition will need to be determined. There is concern about it being a paper process because of the difficulty of ascertaining if the approving signature is legitimate.

Someone asked what would happen if permission was granted, but there was not room in the class. Tina Falkner replied that if there isn't room, there isn't room.

Someone asked if this would only be for after queued registration. Tina Falkner said that had been suggested when there was discussion of having limitations around the grade earned on the previous attempts, but that is not part of the discussion any longer.

Tina Falkner also provided an update on SCEP. There is still discussion about having a contextual transcript. There seems to be little support in SCEP to change the transcript as the issue may be around grading in various colleges and the meaning of grades in different disciplines. Currently looking making grade distribution data available publicly on a University site (several institutions already do this).

Tina also indicated that it is time to start the comprehensive (cyclical three-year) review of undergraduate academic policies. The first step in the process is to discuss items at RAC. She asked attendees to look at policies and see if there were any areas with holes or areas where extra language could be removed.

Tina Falkner said that Tracy Smith is coming to SCEP to discuss the legal position of student release questions. There is a question around having them automatically be released to students since they are not part of the employee record.

Graduate education agenda items
Announcements
Julie Selander repeated her announcement about One Stop statistics from the undergraduate portion of the meeting.

Katherine Murphy announced an opening in the Humphrey School for an admissions and recruitment position.

Kate Sophia provided a reminder that GRAD 999 does not confer full-time status. Students who are registered with GRAD 999 will be required to complete loan exit counselling (when their enrollment drop below half time).

Updates
Heather McLaughlin pointed out new links on the Graduate School website to the "Special for graduate students" page on the One Stop website. This was done based on feedback received from previous RAC meetings.

Heather McLaughlin also reminded the group that graduate education information sessions had been planned for each college and that a formal invitation should have been received by now.

Enterprise System Upgrade Program update
Student
William Dana repeated his presentation from the undergraduate portion of the meeting.

Someone asked for clarification on the goals of the project and how it would affect end users. William Dana said that the entire effort is to upgrade PeopleSoft to new versions. We are also looking at all related business processes to make sure we are making the best use of our resources.

Portal
Julie Selander repeated her presentation from the undergraduate portion of the meeting.

Priorities for process work
Frank Blalark presented the priorities for the Graduate Education Transition team for this academic year.

1. Faculty role list database
   Heather McLaughlin is leading this effort and has already convened a committee. They are looking at the list responsibilities faculty are eligible for related to policy (similar to the information previously provided by the Graduate School) and how to now provide a way to view/update/maintain this information.

2. Graduate milestone forms

   Forms and the process supporting the forms will continue to be reviewed for efficiency and streamlining opportunities. This may include digitizing forms, revising forms or process, and retiring forms if the process no longer adds value. The analysis of the remaining milestone forms is ongoing and will be guided by policy and in collaboration with collegiate and graduate program input.

   In addition, The University has committed to the enterprise application the Workflow Gen tool, providing more functionality and applications be available. Forms that have already been digitized will be moved to the enterprise system and new efforts to digitize forms will be delayed until this upgrade is complete.

3.   Graduate student policy impacts.
This takes a few different prongs: looking at policy interpretation, looking at when they are effective, looking at what has to change, the changing those things. This is a collaborative effort by ASR, the Graduate School and members of collegiate units. This group is working to define roles and responsibilities of each policy for colleges, Graduate School and ASR and this documentation will be shared as it is completed.

4. Degree Progress tracking.
   Robert Bode looking at the new version of PeopleSoft to see if there are opportunities to leverage.

   Someone asked if APLUS fits into this. Tina Falkner said that they would need to work on the infrastructure since it was developed for undergraduates. Frank Blalark said they are also looking at CRM and self-service in PeopleSoft.

5. Graduate Education Information Sessions.
   Heather McLaughlin said these are the college-specific sessions that individuals were invited to.
   Dean Tsntir asked if they would be on-going sessions. Heather McLaughlin said they planned on having them be ongoing, but don't yet know how regularly they will happen, There needs to be a better idea of what kind of information is needed and these first sessions should help with that.

PLC/DGS/CC Lists
Lists of Directors of Graduate Studies (DGS), College Coordinators (CC), and Plan Level Coordinators (PLC) can be found at http://www.grad.umn.edu/faculty-staff/index.html.
These are the lists that ASR uses for populating workflows, so it is important that these lists are reviewed regularly. If changes need to be made, send them to Heather McLaughlin (mcla0031@umn.edu) or Brad Bostrom (bostr007@umn.edu).

Change in dissertation credits process

Stacia Madsen presented some information to clear confusion arising from process changes related to dissertation credits and the preliminary oral examination. As a reminder to programs, students who plan to take their prelim oral in the first two weeks of the term should be advised to register for something (i.e., XXXX-8666 pre-thesis credits) before the terms starts to avoid fees and loss of active status.

During the first two weeks of the semester, programs that are allowing dissertation credit registration must enter permission for those students after they pass the prelim oral exam. GSSP used to automatically enter permission but discontinued that process because there was no way of knowing which programs allow that practice.

Programs who allow early thesis credit registration (before the preliminary oral examination) should use the new student group instead of using permission numbers. Add the students to the ETCR student group to allow them to register without permission numbers (if you need access to do this, contact Genny Rosing).

Someone commented that their college instructed the staff to use permission numbers for XXXX 8888 before the student passed oral examinations and the student group wasn't mentioned. Stacia said that is a new process. Amber Cellotti clarified that after the second week of classes, permission numbers are always needed.

There are also questions about eligibility for XXXX- 8444/8333. Students are eligible for Advanced Doctoral Status the term after they meet FTE requirements. Because this is an IRS benefit, there is no grace period for this and there are no exceptions or college override. Genny Rosing noted that occasionally a student will be eligible after the calculation was done because of a retroactive process. If this happens, alert Genny because the system cannot recalculate the retroactive change in dissertation credits. Georgeanne Tolas asked if permission numbers can be given to students to for 8444 who do not register during the first week of the semester. Stacia said no. The best way to correct that situation is to have the program office call GSSP to make sure the student is eligible. If the student is eligible, then go through the registration exception process and include a note that GSSP was consulted.

Graduate Degree Plan form changes
Heather McLaughlin and Renae Faunce presented some changes to the graduate degree plan form that were implemented based on feedback.

In order to prompt students to read the instructions and fill out the section appropriately, the transfer coursework section now has a watermark notation (similar to what is used when marking a document as a draft).

A "print name" line was added to the second page of the form, located by the signature line for the adviser/co-adviser. As a reminder, this is not a data collection point, it is for program/college reference only.

The ID and name entered on the first page is now auto-filled on page two.

Katherine Murphy noted that when comparing the directions at the top of the form with the note at the bottom, there is a discrepancy. The directions say to submit to graduate program office and the note at the bottom tells the program to submit to GSSP. Renae Faunce said this exists because the form needs to work for hundreds of programs. Many programs have the students submit the form to GSSP, so they need to have some instruction of what to do.

New recruitment system
Dean Tsantir demonstrated a new recruitment system called "Connect." It is only for programs using Apply Yourself. Connect pulls data from Apply Yourself, but Apply Yourself does not pull data from Connect.

The "Request for Information" link is now actually a front door and a data collection tool for prospective students. It works like a mini application that should take about 5 minutes to fill out. Prospective students can indicate interest in up to three programs.

Emails can go ad hoc or on schedule (or both) and can send very specific information. Scheduled campaigns need to go through Grad School because they have their own set of emails that go out that need to be coordinated. Regular emails go out now with generic information mostly directing potential students to the programs. The emails can be customized to look just like program-specific messages (with the headers, from address, etc).

There is reporting functionality that can show where prospects are coming from and if they were admitted and enrolled. To date, Connect has logged 2,052 requests for information from 70 different countries. Admits were from disciplines across the board.

Programs can direct students to Connect, but before setting up the link, the program should meet with the Grad School so that the information and email content can be customized. This is the information they will see immediately after filling out the form.

The Graduate Admissions toolkit has a lot of information about this:
http://www.grad.umn.edu/admissions/connect/index.html

Someone asked where inquiries were sent prior to this. Dean Tsantir said that students received a boilerplate email directing them to go to the program directly for more

information.